

CALIFORNIA STATE GOVERNMENT SUPPORTS EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, SEXUAL ORIENTATION, MEDICAL CONDITION, OR PREGNANCY. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAWS OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.



DEPARTMENTAL PROMOTIONAL EXAMINATION

For

Manager V, DMV

This departmental promotional examination is being administered through the Special Examination and Appointment (SEA) Program which uses an alternative examination and selection process for filling specified positions. In addition to candidates competing promotionally, interested incumbents at the Manager V level and those eligible for lateral transfers are encouraged to apply.

DIVISION : Field Operations

POSITION : Office Manager

LOCATION : Bell Gardens

SALARY : \$5878- \$6482

FINAL FILING DATE : October 20, 2010

THIS POSITION IS SUBJECT TO EXCEPTION APPROVAL.

All applications must be **received** no later than 5:00 p.m. on the final filing date.

You may fax your application to Alice Schneider at (916) 657-5848 to ensure receipt by 5:00 p.m. on the final filing date. If the application was faxed, you must mail the original application and Statement of Qualifications postmarked no later than the Final Filing Date to the "By mail to:" address listed under the Filing Instructions on this bulletin.

DUTIES/RESPONSIBILITIES

Under the general direction of the regional administrator, the office manager is accountable and responsible for overall management of the personnel, activities and operations of large sized field offices. The office manager manages a large sized field office providing Industry Service Center, Dealer Center, Bundle Processing and Field Office Operations.

MAJOR DUTIES OF THE POSITION INCLUDE

- Through subordinate managers, plans, organizes, assigns, directs and reviews the work of employees performing vehicle registration and driver licensing to ensure all work is processed in a timely manner and the public is properly served.
- Establishes and maintains cooperative relations with private and community organizations, seeking ideas for and involvement in Department of Motor Vehicle programs.
- Fosters community understanding, support and acceptance of the Department's functions.
- Performs the more involved types of public contact with groups or individuals, whether by correspondence, telephone or personal contact.
- May represent the Department and/or speak at meetings or conferences.
- Makes decisions on the most difficult problems requiring interpretation and application of the law and departmental policy relating to assigned functions; may recommend changes in law or policy as appropriate.
- Makes or recommends changes in organization, building and grounds, requirements and arrangements, work methods, work standards, staffing and equipment requirements, use of intermittent and seasonal help; and estimates volume, timing and nature of future workload.
- Responsible for the training and development of field office employees. May utilize existing training programs and/or establish intra-office programs; and evaluates employees' performance and recommends retention or termination.
- Initiates, recommends or approves salary increases, promotions, transfers, terminations and other actions initiated by subordinate managers.
- Keeps employees informed by holding individual and group meetings to discuss current Department of Motor Vehicle policies, activities, objectives and goals.
- Other duties as required.

POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA

In addition to the minimum qualifications listed, the following position specific qualifications will be evaluated. Only the most qualified candidates will be interviewed based on the screening criteria.

- Ability to communicate effectively with all levels within and outside the Department.
- Ability to speak effectively; and prepare clear and concise reports.
- Ability to train and develop subordinate staff; and evaluate performance and recommend appropriate corrective action or termination.
- Knowledge of manager's role in the Equal Employment Opportunity Program and the Department's objectives.
- Ability to plan, organize and direct work groups, as well as the work of an Industry Service Center, Dealer Center, Bundle Processing, Commercial Driver Program and Field Office Operations.
- Knowledge of policies and procedures for the Department of Motor Vehicles.
- Knowledge of office management principles, the Q-Matic System and its applications, and principles of effective supervision; and state administration, budget and personnel procedures related to the Department of Motor Vehicles.
- Ability to make decisions on the most difficult problems, requiring interpretation and application of the law and departmental policy relating to assigned functions.
- Ability to implement new technology; ability to ensure that subordinate staff is fully prepared to use new processes; and ability to monitor automated systems to evaluate the impact on daily operational efficiency and maintain the integrity of the system.
- Demonstrated attentive and effective listening skills.

MINIMUM QUALIFICATIONS

Either I

One year of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager IV, Department of Motor Vehicles.

Or II

Two years of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager III, Department of Motor Vehicles.

Or III

Four years of managerial or supervisory experience in work requiring knowledge of the regulations of the State of California governing the registration of motor vehicles, the licensing of drivers or the occupational licensing of automobile dealers, dismantlers and salespersons. (Experience in California state service applied toward this requirement must include either at least one year in a class with a level of responsibility not less than that of Manager IV, Department of Motor Vehicles, or Driver Improvement Manager II; or at least two years in a class with a level of responsibility not less than that of Manager III, Department of Motor Vehicles.)

(Experience in both the registration of motor vehicles and the licensing of drivers is desirable in any of the above patterns.)

KNOWLEDGE AND ABILITIES

Knowledge of: Provisions of the California Vehicle Code and related laws and regulations with particular reference to sections relating to the registration and ownership of vehicles and licensing of drivers; organization, functions, policies and procedures of the Department of Motor Vehicles; office management principles, methods and equipment; principles of effective supervision; accepted methods of handling and accounting for money received; the Department's Equal Employment Opportunity Program objectives; a manager's role in the Equal Employment Opportunity program and the processes available to meet Equal Employment Opportunity objectives; public administration and general management principles, practices, and problems, including those relating to organization, planning, and work control; and State administrative, budget and personnel procedures, as they relate to the Department of Motor Vehicles.

Ability to: Analyze situations accurately and take effective action; gather and analyze data; speak effectively; prepare clear and concise reports; establish and maintain friendly and effective working relationships with applicants, licensees, and others contacted in the work; read and write at a level appropriate to the classification; effectively contribute to the Department's Equal Employment Opportunity objectives; and plan, organize and direct the operations and staff of several work units of the Department of Motor Vehicles.

Additional Desirable Qualification: Possession of a valid driver license.

EXAMINATION INFORMATION

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant position. An evaluation of the Statement of Qualifications, and/or interview may be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate. Candidates will be notified in writing of their examination results.

FILING INSTRUCTIONS:

Interested applicants must submit items 1 AND 2 below by the final filing date (Applicants who fail to submit both items will be eliminated from the examination):

1. A completed Standard State Application (STD. 678), which should include all job titles, employment dates and experience.

2. A Statement of Qualifications

The Statement of Qualifications:

- is a narrative discussion of how the applicant's education, training, experience, knowledge and skills meet the **POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA** for the position;
- serves as documentation of the applicant's ability to present information clearly and concisely in writing;
- must be typed; and
- must be no more than two pages in length, with font no smaller than Arial 10 point.

Resumes do not take the place of the Statement of Qualifications.

Effective January 1, 2009, Government Code Section 18991 is enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for SEA examinations, for which he/she meets the minimum qualifications. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Standard State Application.**

The Standard State Application and Statement of Qualifications must be submitted by the final filing date:

By mail to:
Department of Motor Vehicles
Selection and Certification Unit, Attn: Alice Schneider
Manager V, Bell Gardens - Position # 576-8730-001
P.O. Box 932315, MS G-208
Sacramento, CA 94232-3150

OR

In person to:
Department of Motor Vehicles
Human Resources Branch
2570 – 24th Street
1st Floor Lobby – Examination Drop Box
Sacramento, CA 95818

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the Standard State Application. You will be contacted to make specific arrangements.

SELF CERTIFICATION STATEMENT: The signature on your application indicates that you have read, understood, and possess the minimum qualifications required for acceptance into this examination. Any eligibility received through a previous promotional examination process will not be utilized. In order to be considered for this position, you must submit a Standard State Application and a Statement of Qualifications which must be received by the final filing date. Questions regarding the position should be directed to Yvonne Haynes at (562) 920-9377. Questions concerning the examination process should be directed to Alice Schneider, Selection Analyst, at (916) 657-6899. California Relay Telephone Service for the deaf or hearing impaired from TDD phone: 1-800-735-2929; from voice phones 1-800-735-2922.

ELIGIBLE LIST INFORMATION

To be successful in the examination, you must obtain a final score of 70.00%. A certification list will not be established as a result of this examination; therefore, candidates will not have the ability to transfer list eligibility to other departments. This examination is only for the specific position identified within this bulletin. Applications received will not be maintained for future positions.

CRIMINAL RECORD CLEARANCE INFORMATION

Some positions, within various divisions of the Department of Motor Vehicles, may be subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Candidates will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.